



CEO Update

LINX114

November 2021

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CEO

11/11/2021

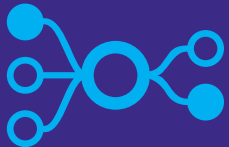
Growth



- 882 Members
- 84 Countries



- 71 Members Connected YTD
- 17 Members Net Growth YTD
- 27 100GE Ports Net growth since last meeting
- 2.7 Tbps additional Edge Capacity since last meeting



- 320 100GE Ports
- 1027 10GE Ports
- 42.5 Tbps Edge Capacity

Growth

New traffic records in

- Manchester – over 250Gbps
- JEDIX – over 190Gbps

Good growth for JEDIX with more 100GE ports in provisioning

| | Opened | Members |
|------------|------------|---------|
| Manchester | Mid 2012 | 129 |
| Scotland | Late 2013 | 35 |
| Cardiff | Late 2014 | 14 |
| NoVA | Early 2014 | 58 |
| JEDIX | Mid 2019 | 8 |

Staff changes

New Starters

- > Ben Bloomfield - NOC
- > Heiru Khosravi - Scrum Master
- > Martin Carr - Senior Network Engineer
- > Tunu Miah - Release Train Engineer/Program Manager
- > Tim Lockwood - Cyber Security Technologist intern

Leavers

- > Prachi Sankhe
- > Solmaz Jarchlou
- > Glyn Astil

- > Jo Fereday
- > Kendra Pignotti
- > Mark Stokes
- > Erik Francas

Open positions

- > Business development executives
<https://vacancies.linx.net/vacancy/business-development-executives#!/apply>
- > DBRE



COVID19

We continue to work in a hybrid model

- We have had some larger company events in-person

We will gradually transition to a “new normal”

- This will see us working more flexible than in the past

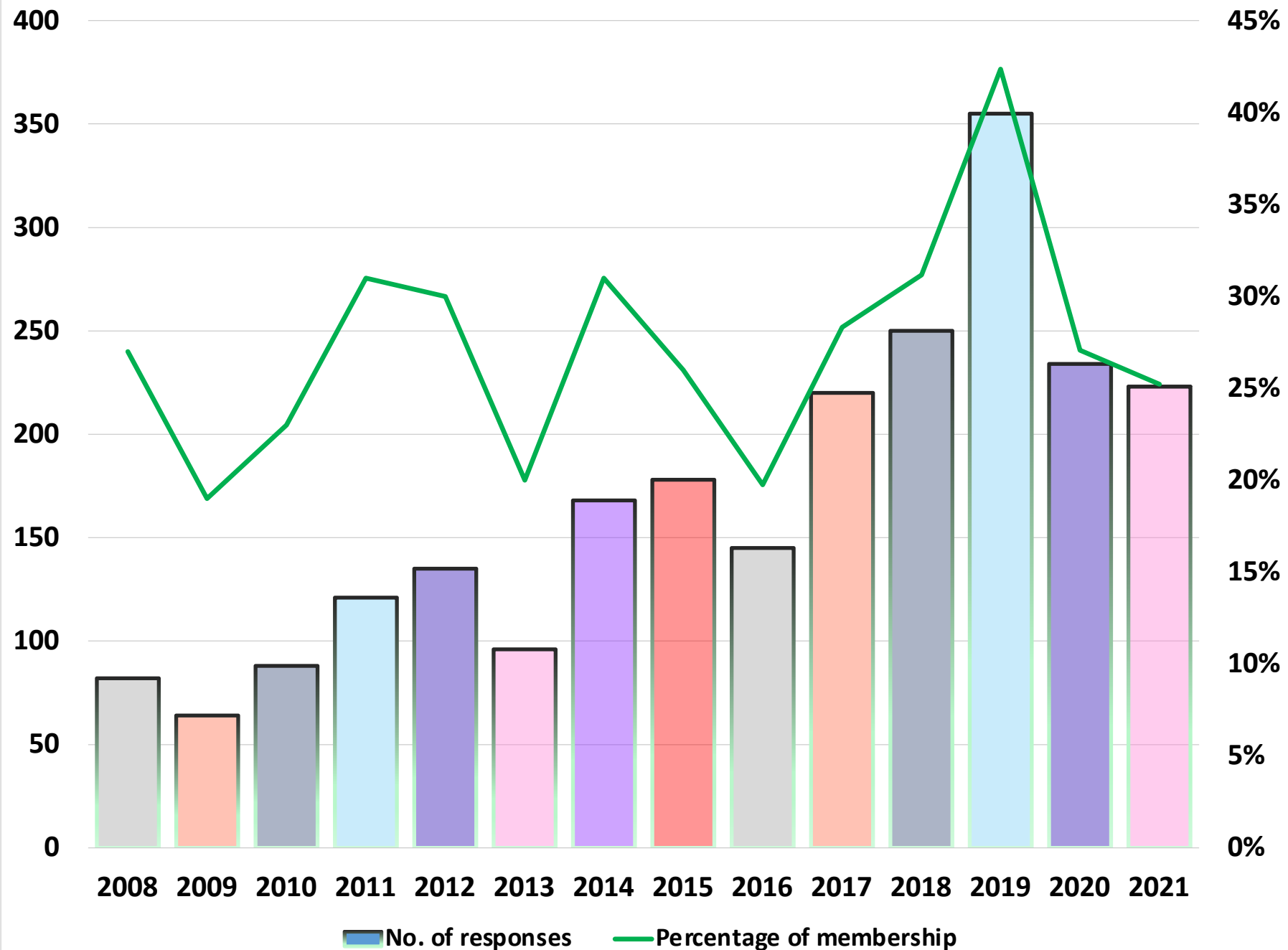
We are starting to see a return to in-person events

Membership Survey

2021 Member Survey Reponses against percentage of the membership

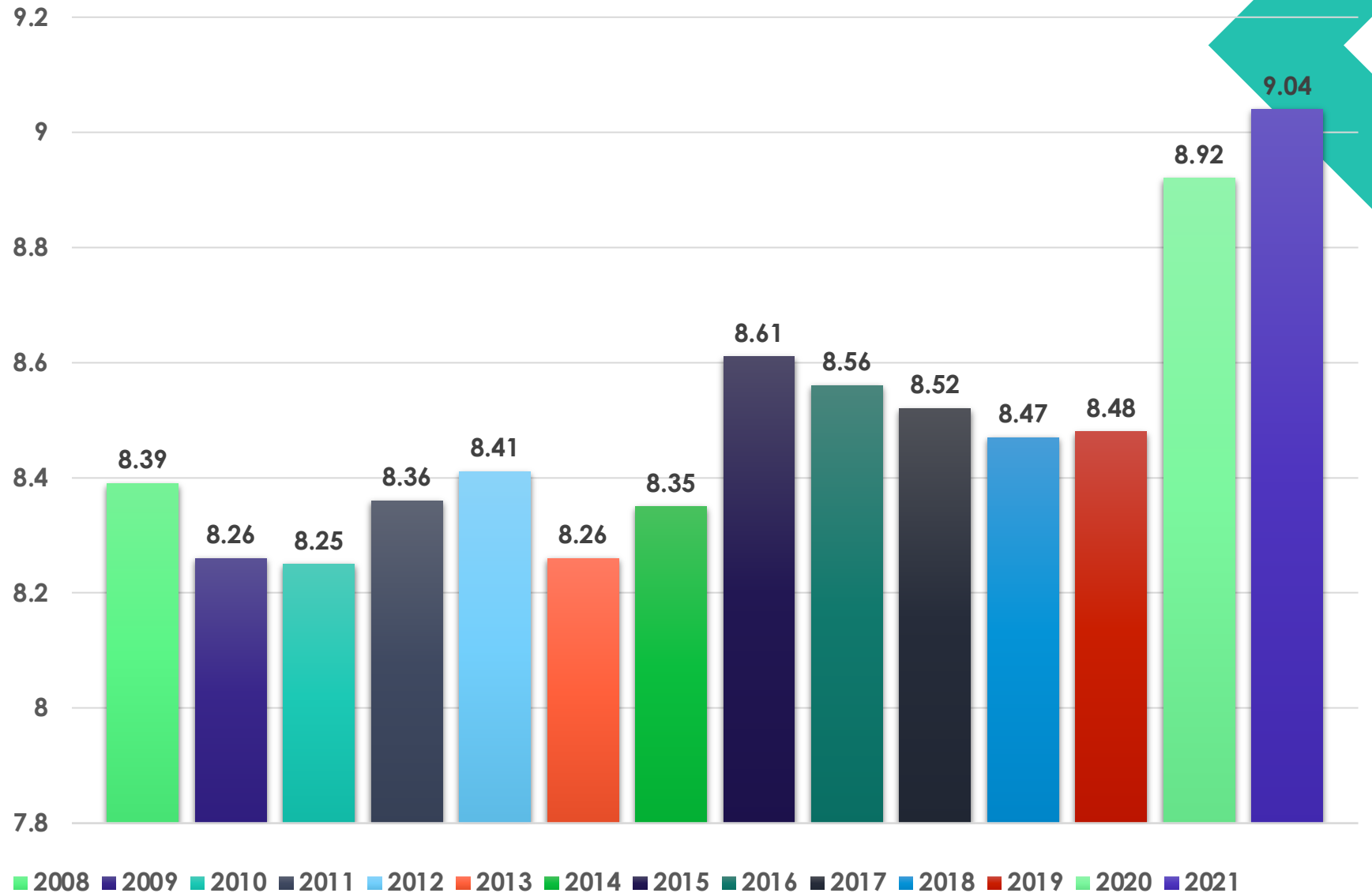
> Reponses 223

> Percentage: 25%



Do you feel that LINX is doing a good job?

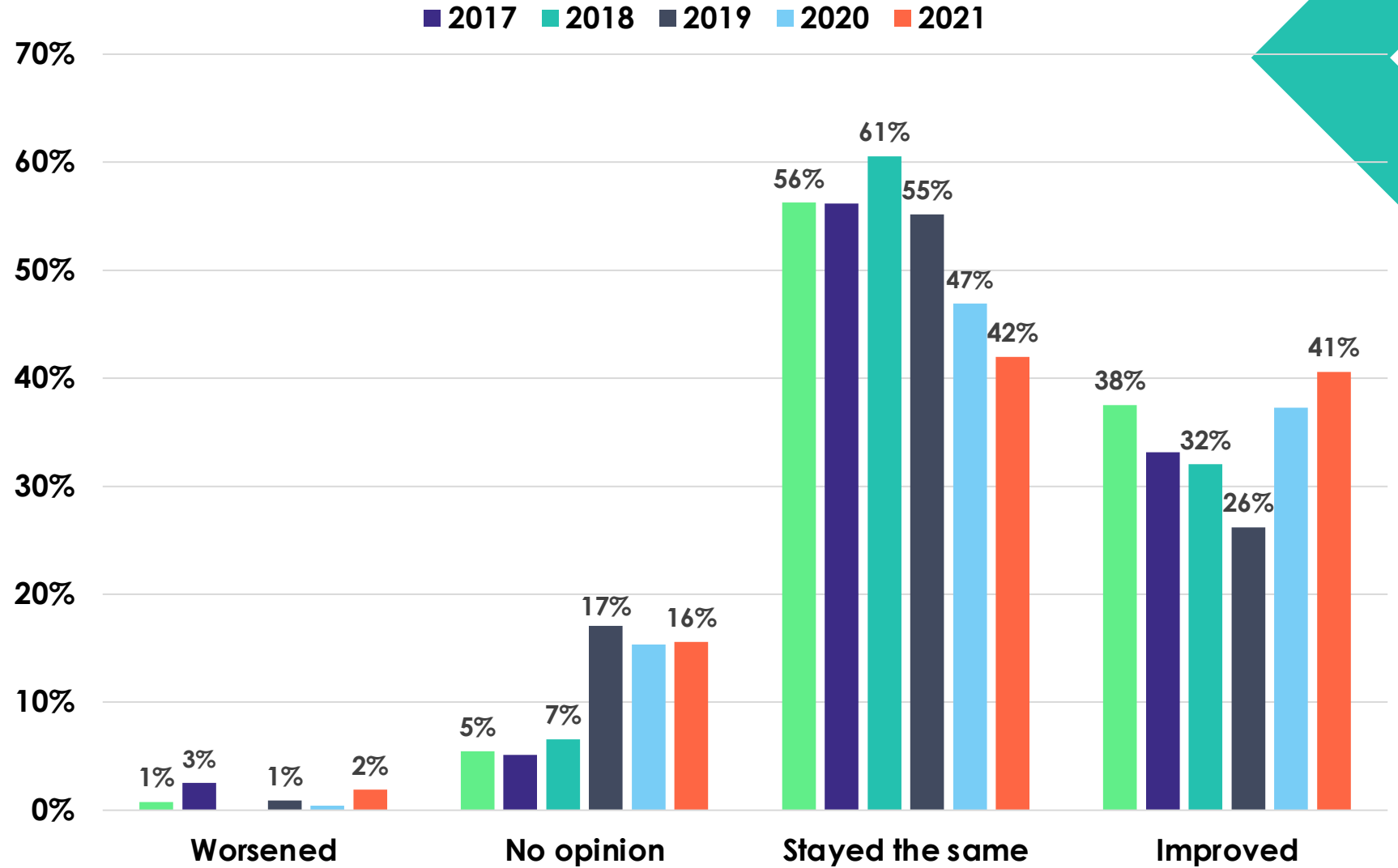
- > Your average score
- > 10 - Outstanding
- > 9.04 – Score for 2021 highest in years!!



Do you feel LINX has changed over the last couple of years?

- Improved
- Stayed the same
- No opinion
- Worsened

- No. of responses:
 - 2021 – 212
 - 2020 – 228
 - 2019 - 340
 - 2018 - 228
 - 2017 - 196
 - 2016 - 128

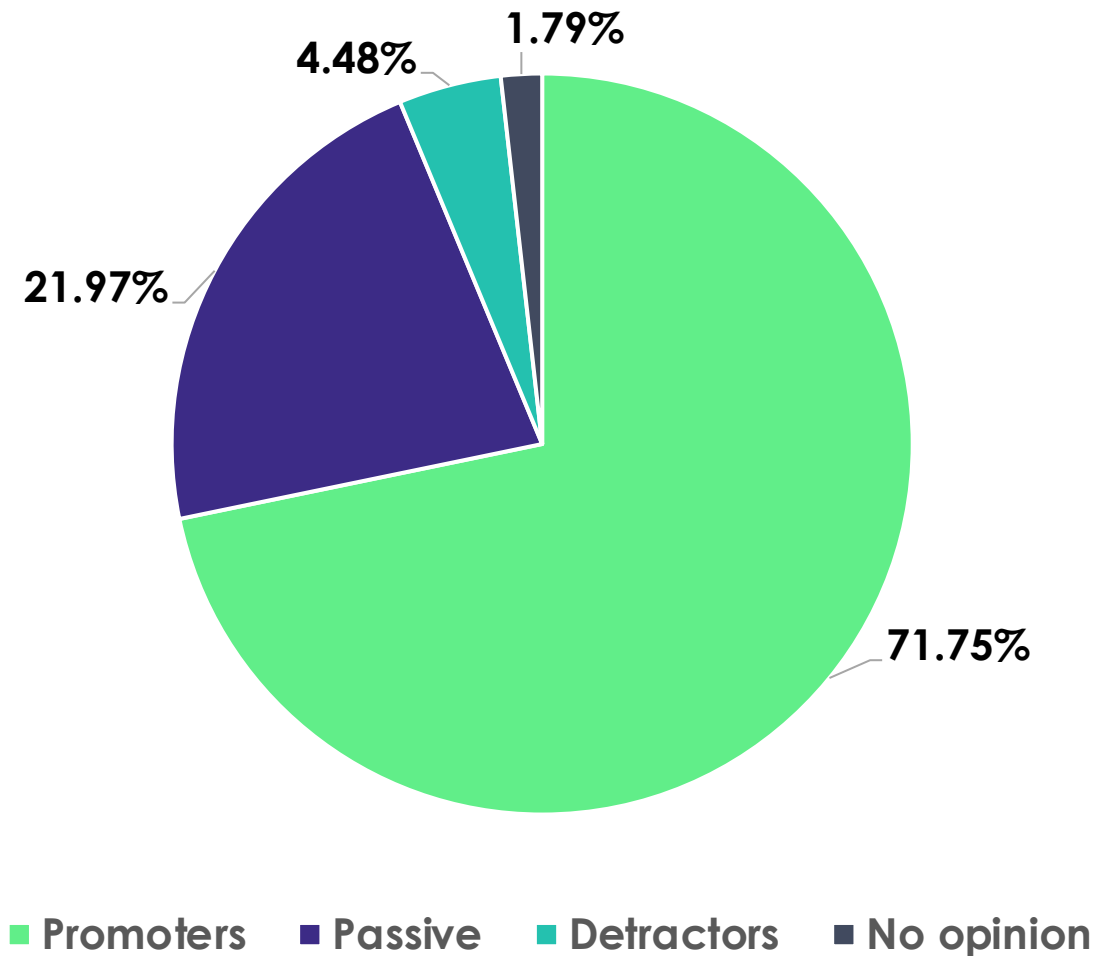


Net Promoter Score

- > Promoter 9 - 10
- > Passive 7 - 8
- > Detractor 1 - 6
- > Previous years NPS was:
 - > 2019 - 49.98%
 - > 2020 - 67%



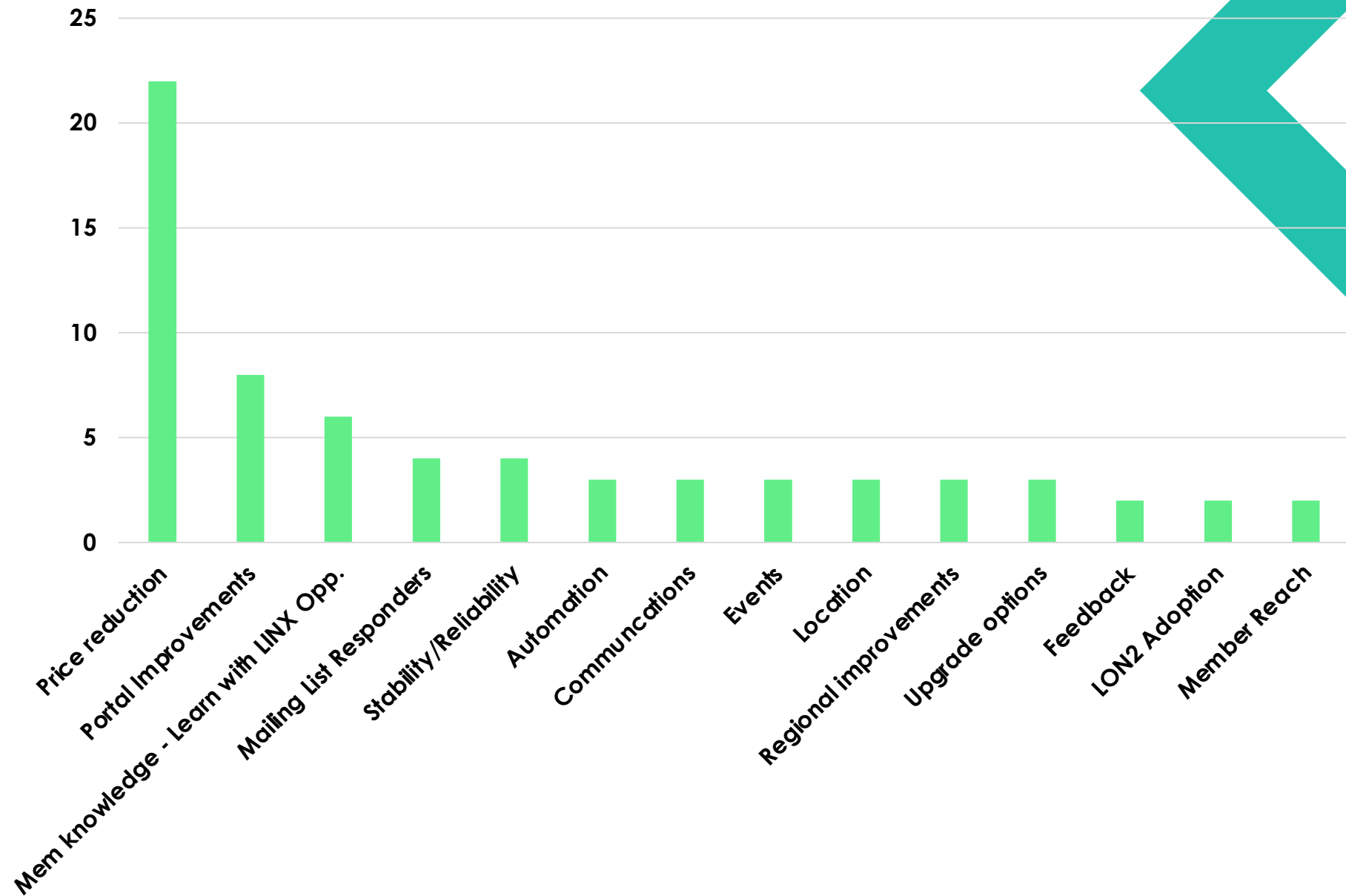
How likely is it that you would recommend LINX to a friend or colleague?



Net Promoter Score = 67.27%

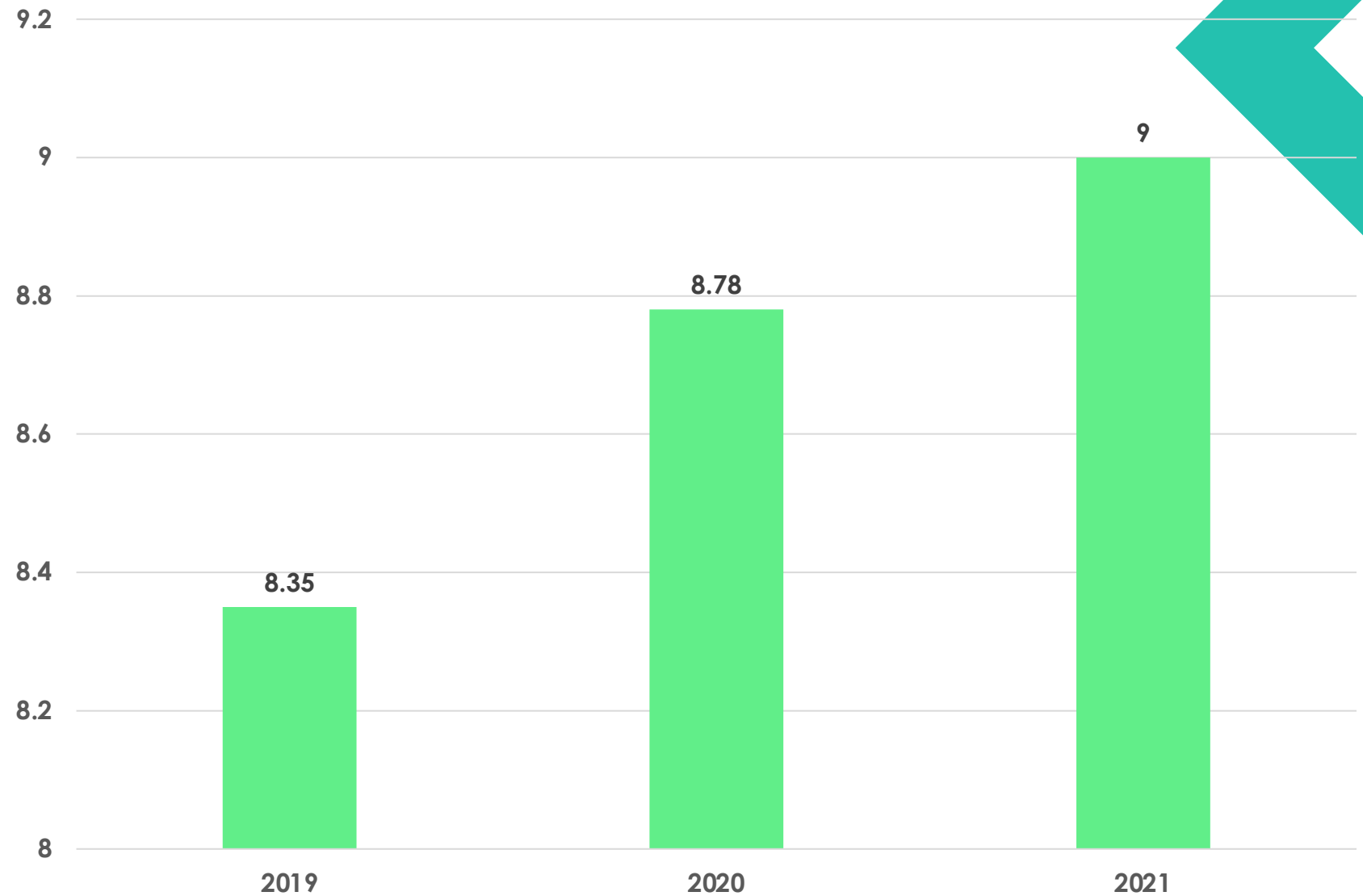
What is the one improvement you think LINX could make?

- > Your feedback in categories with more than 1 response on the same subject
- > 107 answered



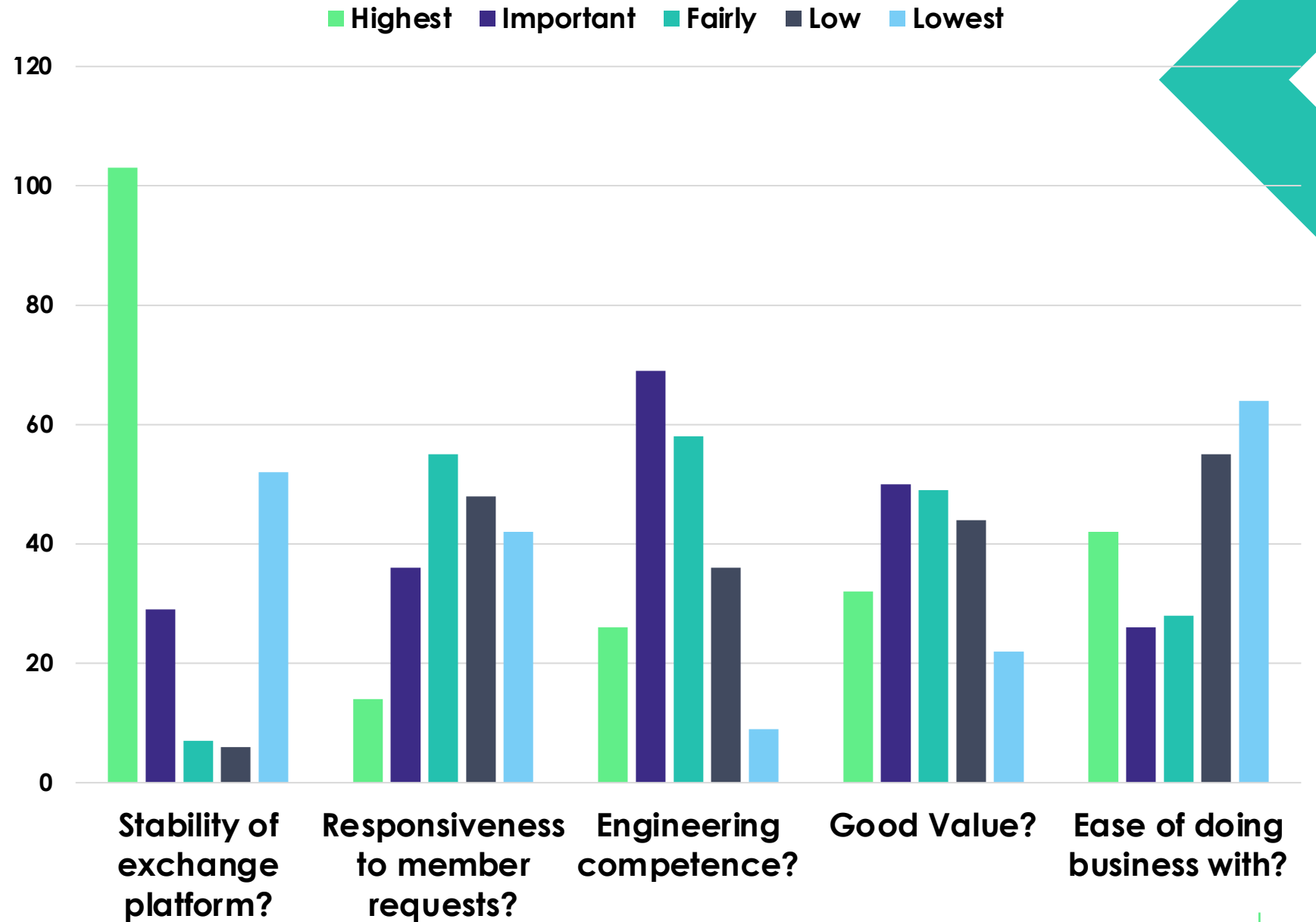
How well does LINX's overall offering meet your interconnect needs?

- > New question for 2019
- > 223 answered



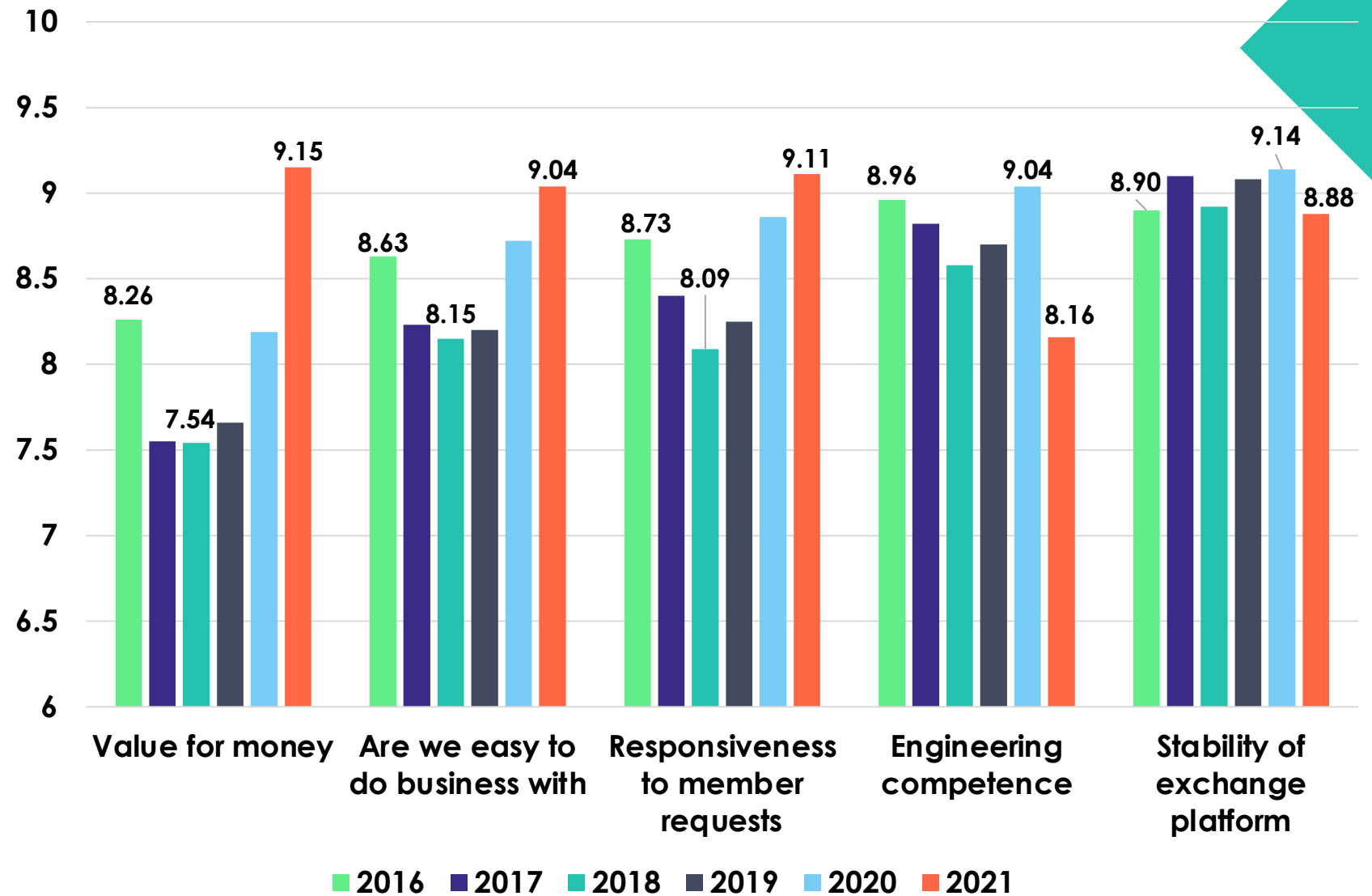
Ranking LINX competencies in order of importance

- > 5 = Highest
- > 1 = Lowest
- > 221 answered



Rating LINX competencies

- > Value for money
- > Easy to do business with
- > Responsiveness
- > Engineering
- > Stability
- > 223 answered





Thank you



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